USER GUIDE

Cisco Unified IP Phones 7905G/7912G, 7906G/7911G, 7940G/7960G, and 7941G/7961G for Cisco Unified Communications Manager Express Version 7.1

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1 Overview

This guide provides phone, soft key, and feature descriptions for the following Cisco Unified IP Phone models:

- 7905G/7912G
- 7906G/7911G
- 7940G/7960G
- 7941G/7961G

Cisco Unified IP Phones 7905G/7912G and 7906G/7911G

Physical Layout

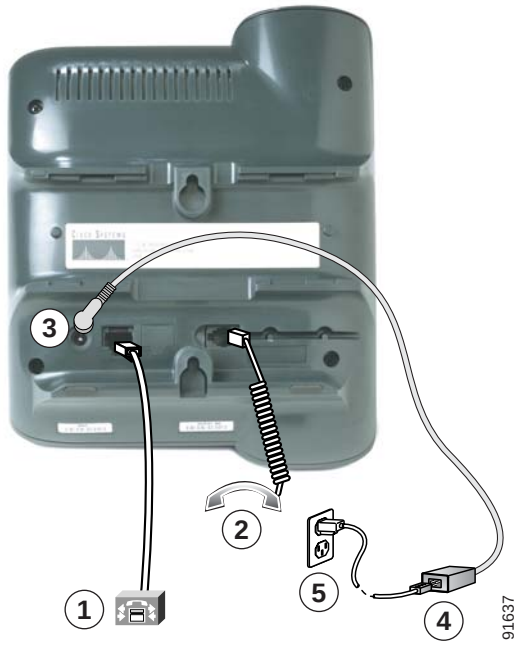
The Cisco Unified IP phones 7905/7912 and 7906/7911 phones are single-line phones. The 7906/7911 phones provide a higher resolution display than the 7905/7912 phones, and are similar in operation.

	Name	Description
1	Cisco IP phone model type	Shows the Cisco IP phone model number.
2	LCD screen	Displays information such as line/call status, phone number, and soft key tabs.
3	Soft keys	Engages the functions displayed on the corresponding LCD tabs.
4	Navigation button	Scrolls through text and selects features that are displayed on the LCD screen. Provides shortcut access to the Speed Dial menu when the phone is idle.
5	Menu button	Provides access to phone services.

	Name	Description
6	Hold button	Places an active call on hold. Resumes a held call.
7	Keypad	Functions like a traditional telephone keypad.
8	Volume button	Increases or decreases handset volume and onhook ring volume.
9	Handset with indicator light	Functions like a traditional handset.

Connecting Your Phone

This section shows and explains the connectors on your Cisco IP phone.

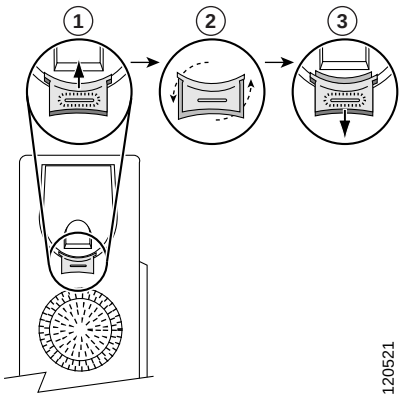


1	Network port (10BASE-T)	4	Cisco power supply (optional)
2	Handset port	5	Power cable with wall socket plug
3	DC adapter port (DC48V)		

Adjusting the Handset Rest

When you connect your phone, you can adjust the handset rest so that the receiver will not slip out of the cradle. To adjust the handset:

1. Set the handset aside and pull the square plastic tab from the handset rest.
2. Rotate the tab 180 degrees.
3. Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.



Cisco Unified IP Phones 7960G, 7940G, 7961G, and 7941G

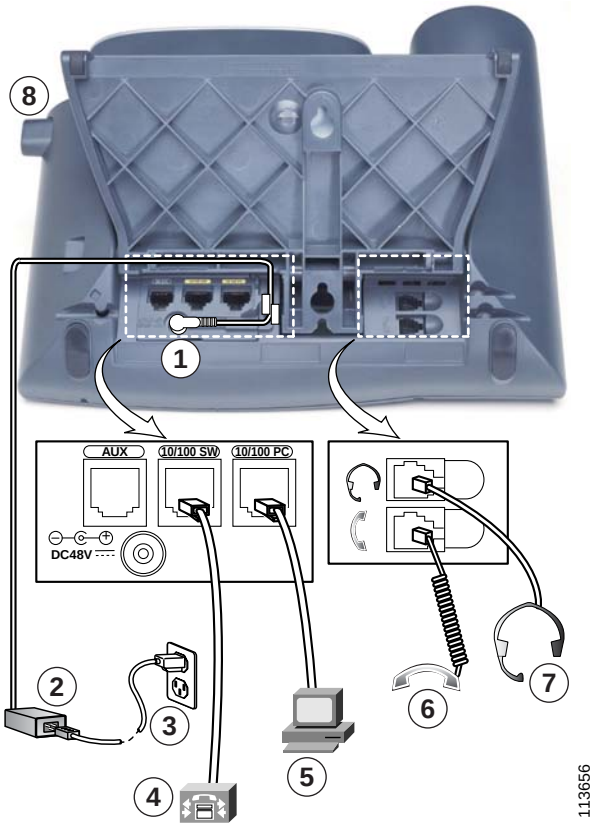
The Cisco Unified IP phones 7940/7960 and 7941/7961 are multiline phones. The 7940 and 7941 have two lines; the 7960 and 7961 have 4 lines. The 7941/7961 phone provides a higher resolution display than the 7940/7960 phones, and are similar in operation.

Physical Layout

	Name	Description
1	Cisco Unified IP phone model type	Shows the Cisco Unified IP phone model number.
2	LCD screen	Displays information such as line/call status, phone number, and soft key tabs.
3	Line or speed-dial button	Opens a new line, speed-dials a phone number, or ends a call. The Cisco Unified SIP IP Phone 7940G has two lines, and the Cisco Unified SIP IP Phone 7960G has six lines.
4	Footstand adjustment	Allows you to adjust the angle of the phone base.
5	Directories button	Provides access to phone directories.
6	Question **"?"** button	Not in use.
7	Settings button	Provides access to phone settings such as display contrast and ring type.
8	Speaker button	Toggles the speaker on and off.
9	Mute button	Toggles mute on and off.
10	Headset button	Toggles the headset on and off.
11	Volume button	Increases or decreases handset, headset, ringer, or speakerphone volume.
12	Services button	Provides access to phone services.
13	Messages button	Provides access to a message system.
14	Navigation button	Scrolls through text and selects features that are displayed on the LCD screen.
15	Keypad	Functions like a traditional telephone keypad.
16	Soft keys buttons	Engages the functions displayed on the corresponding LCD tabs.
17	Handset with indicator light	Functions like a traditional handset and provides message waiting indicator light and message-waiting (stutter) tone.

Connecting Your Phone

This section shows and explains the connectors on your Cisco Unified IP phone.

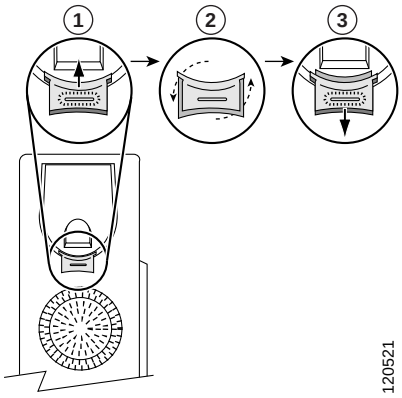


1	DC adapter port (DC48V) for phones not provided with inline power	**5**	Access port (10/100 PC) for connecting your phone to your computer
2	AC-to-DC power supply	**6**	Handset port
3	AC power cord	**7**	Headset port
4	Network port (10/100 SW) for connecting to the network	**8**	Footstand button

Adjusting the Handset Rest

When you connect your phone, you can adjust the handset rest so that the receiver will not slip out of the cradle:

1. Set the handset aside and pull the square plastic tab from the handset rest.
2. Rotate the tab 180 degrees.
3. Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab.
4. Return the handset to the handset rest.



Soft Key Descriptions

Your Cisco Unified IP phone is equipped with soft keys for call features and options. soft keys are displayed along the bottom of the LCD screen and are engaged using the corresponding buttons. Soft keys can change according to the state of the phone.

Following is a comprehensive list of soft keys offered on these Cisco Unified IP phones. Functions depends on your system configuration.

Soft Key	Description
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that you enter incorrectly.
Accept	Accepts the current edits. For instance, adding an entry to your personal directory.
Acct	Consult your system administrator on the use of this soft key.
Add	Adds an entry to the personal directory.
Alpha	Toggles character input mode from numeric to alphanumeric.
Answer	Answers an incoming call.
BlndXfr	Redirects the call without allowing you to speak to the transfer recipient (known as a blind transfer).
Callback	Notifies callers that the called line is free.
Cancel	Cancels the last selection.
cbarge	Allows callers to join a shared-line call.
CFwdALL	Forwards all calls.
Clear	Clears directory history.
Confrn	Connects callers to a conference call.
DelAll	Deletes all entries in the personal directory.
Delchr	Deletes a character.
Delete	Deletes selected item.
Dial	Dials the displayed number.
Directories	Provides access to phone directories.
DND	Enables and disables the Do-Not-Disturb feature.
Down	Decreases the LCD screen contrast.
Edit	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from the current selection or screen.
Flash	Provides hookflash functionality for three-way calling and call waiting services provided by the PSTN or Centrex service.
GPickUp	Selectively picks up calls to a phone number that is a member of a pickup group.
Hold	Places an active call on hold. Resumes a held call.
Login	Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions.
LiveRcd	Enables the user to record a phone conversation.
Message	Dials the local voice-mail system.
Mobility	Allows the user to send a call to a mobile phone.
Monitor	Enables the user to switch from the handset to the speaker to listen to a call hands-free.
Monoff	Enables the user to switch from the speaker to the handset and continue talking on the call.
more	Scrolls through additional soft key options (for example, use the **more** soft key to locate the Number soft key).
Mute	Toggles muting on and off.

Soft Key	Description (continued)
NewCall	Opens a new line on the speakerphone to place a call.
Number	Toggles character input mode from alphanumeric to numeric.
Ok	Confirms the selection.
Park	Forwards calls to a location from the calls can be retrieved by anyone in the system.
PickUp	Selectively picks up calls to another extension.
Play	Plays the ring sound sample.
Redial	Redials the last number dialed.
Reorder	Reorder the entries in the Personal Directory.
Restore	Consult your system administrator on the use of this soft key.
Resume	Returns to an active call.
Save	Saves the last change.
Search	Initiates a search in the local directory.
Select	Selects the highlighted option.
Settings	Provides access to phone settings such as display contrast, ring volume, and ring type.
Trnsfer	Transfers selected calls to an alternate number.
TrnsfVM	Transfers a call to voice mail.
Up	Increases the LCD screen contrast.
URL	Enter alphanumeric characters for call forwarding.

2 Operating Your Phone

Basic: Place a Call

To place a call:

- Lift the handset and dial the number.
- Dial the number and then lift the handset.
- Press the line button for your extension, dial the number, and then lift the handset.
- Press any available button, dial the number, and then lift the handset.
- Press the **New Call** soft key, dial the number, and then lift the handset.
- Press a speed dial button and then lift the handset.
- If you have selected a number from a directory, press the **Dial** soft key, and then lift the handset.

Speakerphone: Place a Call

To place a call using the speakerphone:

- Press the speakerphone button and perform the steps for placing a basic call, and do not lift the handset.
- Perform the steps for placing a basic call and do not lift the handset.

To switch to handset operation, lift the handset.

Headset: Place a Call

To place a call using a headset, press the heasdset button, then perform the steps for placing a basic call, and do not lift the handset.

To switch to handset operation, lift the handset.

Answer a Call

To answer a call:

- Lift the handset.
- If you are using a headset, press the **Headset** button. If necessary, press the line button to select between incoming calls.
- To use the speakerphone, press the **Answer** soft key or the **Speaker** button.

End a Call

To end a call:

- Hang up the handset.
- If you are using a headset, press the **Headset** button or **EndCall**.
- If you are using a speakerphone, press the **Speaker** button or **EndCall**.

Redial a Number

To redial the most recently dialed number:

- Lift the handset and press **Redial**.
- Press **Redial** to dial using a speakerphone.

Hold a Call

To place a call on hold while on the call, press **Hold**.

To retrieve a held call, press **Resume**.

If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume**.

If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.

Note Because the hold feature can generate music or beeps, avoid using hold when dialed into a remote conference system. Simple three-party conferences that are created locally on your phone can safely be placed on hold without introducing music or beeps into the conference.

Mute a Call

To mute a call, press the **Mute** button. The **Mute** button lights, indicating that the other party cannot hear you.

To deactivate the mute function:

- Press the **Mute** button again.
- Lift the handset if you are using mute with the speakerphone.

Note The Mute feature does not generate music or beeps.

Manage Call Waiting

If you are on a call when a second call comes in, you hear a call-waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone.

To answer the new call on the same line, use the following method:

1. Use the **Navigation** button to select the call.
2. Press **Answer** to answer the call. The call on the other line is automatically put on hold.

To return to the original call, use the following method:

1. Use the **Navigation** button to reselect the call.
2. Press **Resume** to reconnect to the call.

For calls on a separate line, press the **Line** button for the incoming call. The call on the other line is automatically put on hold.

To return to the original call, press the **Line** button associated with the original call.

Retrieve Voice Mail Messages

To access voice messages:

1. Select an available Cisco Unified IP phone line lifting the handset, pressing the speakerphone button, or by pressing a line button. Listen for the dial tone.
2. Press the **Messages** button, and follow the voice instructions.

Note When you have one or more new messages, if you have the message-waiting indicator (MWI) configured, the light on your handset is lit.

Call Blocking (Toll Bar) Override

Call blocking prevents unauthorized use of phones. It is implemented by matching a pattern of specified digits during a specified time and day of week or date. The call-blocking override feature allows individual phone users to override the call blocking that has been defined.

To place calls when call blocking is enabled:

1. Press **Login**.

2. Enter the PIN that is associated with the phone.

Note Contact your system administrator for your personal identification number (PIN).

Transfer a Call

To transfer a selected call to another number:

- Blind transfer—Immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).
- Consultative transfer—Redirects the call after first allowing you to speak to the transfer recipient.

To transfer a call:

1. During a call, press the **Trnsfer** soft key. The call is placed on hold.
2. Dial the number to which you want to transfer the call.
3. To make a blind transfer:
   - Hang up the handset or press the **BlndXfr** soft key after you hear the line ringing.
4. To make a consult transfer:
   - Wait for the call to be answered. Speak to the transfer recipient. Then press the **Trnsfer** button or hang up the handset.
   - If the transfer fails, press the **Resume** soft key to return to the original call.
5. To cancel your consultative call-transfer attempt:
   - Press the **EndCall** soft key.
6. To reconnect to the original caller:
   - Press the **Resume** soft key.

Transfer to Voice Mail

To transfer a call to the recipient's voice mail:

1. Press **TrnsfVM**.
2. Enter the recipient's extension number and press **TrnsfVM** again

Forward All Calls

To forward all incoming calls to another number:

1. Press the **CFwdALL** soft key.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers. The phone display is updated to show that calls are to be forwarded.
3. Press the **Accept** soft key.

Note To forward calls to voice mail, manually enter the voice-mail number, or use the soft key and button sequence of **CFwdALL** soft key plus the **Messages** button, followed by the **EndCall** soft key.

To forward calls to a speed-dial number, use the soft key and button sequence of the **CFwdALL** soft key plus a **speed-dial** button, followed by the **EndCall** soft key.

4. To cancel call forwarding, press the **Cancel** soft key.

Activate Do Not Disturb

For visual call alerting and information without audible ringing, use Do Not Disturb (DnD). Calls receive normal call-forward-busy and no-answer treatment.

To activate the Do-Not-Disturb feature:

1. Press the **more** soft key to locate the **DnD** soft key.
2. Press the **DnD** soft key. A text message displays to indicate that the phone is in Do-Not-Disturb mode.

To deactivate the Do-Not-Disturb feature, repeat Steps 1 and 2 in the idle state.

Park a Call (SCCP)

Call park allows a user to place a call on hold at a designated parking slot from which the call can be retrieved by anyone on the system.

Note Contact your system administrator for your call park slot number.

To park a call:

- Press the **Park** soft key.

  The Cisco Unified Communications Manager Express system automatically selects an available call park slot and displays the number on the Cisco Unified IP phone screen.

To park a call to a specific call park slot:

- Press the **Transfer** softkey followed by the call park slot number provided by your system administrator.

To retrieve a parked call:

- If your phone receives a call park notification, press the **PickUp** soft key followed by the asterisk (*****).
- Press the **PickUp** soft key followed by the call park slot number.

Park a Call (SIP)

Call park allows a user to place a call on hold at a designated parking slot from which the call can be retrieved by anyone on the system.

Note Contact your system administrator for your call park slot number.

To park a call:

- Press the **Park** soft key.

  The Cisco Unified Communications Manager Express system automatically selects an available call park slot and displays the number on the Cisco Unified IP phone screen.

To retrieve a parked call:

- Dial the park slot extension.

To park a call to a directed call park slot:

- Press the **Transfer** softkey followed by the call park slot number provided by your system administrator.

To retrieve a call parked at a directed call park slot:

- Dial the retrieval park-slot extension.

Pick Up Calls

To pick up a call that is on hold or a call that is ringing at another extension:

1. Press the **PickUp** soft key.

2. Dial the extension number of the Cisco Unified IP phone that you want to pick up. Control of the call is transferred to your phone.

To selectively pick up a call ringing at a number that belongs to a pickup group:

- Press the **GPickUp** soft key. If only one pickup group is defined in the entire Cisco Unified Communications Manager Express system, control of the call is transferred to your phone.
- If the ringing telephone and your phone are in the same pickup group, press the asterisk (*****) to transfer control of the call to your phone.
- If the ringing telephone and your phone are in different pickup groups, dial the pickup group number where the phone is ringing to transfer control of the call to your phone.

Place a Conference Call

To place a three-party conference call:

1. During a call, press the **more** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press the **Confrn** soft key again to add the new party to the existing call with the first party.

To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press the **Confrn** soft key on the Cisco Unified IP phone.

To establish a conference call between two callers already present on a Cisco Unified IP phone, using separate line buttons, one active and the other on hold, use the following method:

1. Press the **Confrn** soft key on the Cisco Unified IP phone.
2. Press the **Line** button of the call you want to add to the three-party conference.

End a Conference Call

To end the conference call:

- Hang up the handset.
- Press **EndCall**.

Alternate Methods to End a Conference Call

Call initiators can use one of the following methods (functions vary according to your system configuration):

- To end the conference and remain connected to the most recent call, press the **Confrn** soft key. The older call is placed on hold.
- To disconnect from the conference, hang up the handset. The other parties remain on the conference call.

MeetMe Conference Call

MeetMe conferencing allows you to start or join a conference with up to 32 parties by dialing the conference number.

To start a MeetMe conference, use the following method:

1. Obtain a MeetMe phone number from your system administrator.
2. Distribute the number to participants.
3. Obtain a dial tone, then press the **more** > **MeetMe** soft keys.
4. Dial the MeetMe conference number. Participants can now join the conference by dialing in.

Note You hear a busy tone if you call the conference before the initiator has joined. If this happens, try your call again.

To end a MeetMe conference, all participants must hang up. The conference does not automatically end when the conference initiator disconnects.

Ad Hoc Conference Call

Ad hoc conferences, which support up to eight parties, are created when one party calls another, then either party decides to add another party to the call. This is the default behavior. Your system can be configured so that only the conference creator can add parties to the conference.

The default is that the conference is maintained if three parties remain the conference. Any party can hang up and the conference is maintained. Your system can be configured so that the conference drops when the creator hangs up. Your system can also be configured so that the conference drops when the last local party hangs up.

Start a Conference Call

To add new participants to an existing conference:

1. From a connected call, press **Confrn**. (You may need to press the **more** soft key to see **Confrn**.)
2. Enter the participant's phone number.
3. Wait for the call to connect.
4. Press **Confrn** again to add the participant to your call.
5. Repeat to add additional participants.

View a List of Participants

To view a list of conference participants:

1. Highlight an active conference.
2. Press **ConfList**. Participants are listed in the order in which they join the conference with the most recent additions at the top.
3. To get an updated list of participants, while viewing the conference list, press **Update**.
4. To see who started the conference, while viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.
5. To drop the last party added to the conference, press **RmLstC**. You can remove participants only if you initiated the conference call.

Remove Participants

To remove any conference participant:

1. Highlight the participant's name.
2. Press **Remove**. You can remove participants only if you initiated the conference.
3. To end your participation in a conference, hang up or press **EndCall**.

Live Record a Call

Call initiators can use the **LiveRcd** soft key to record an active call, private line or conference call. To record a call:

1. Press **LiveRcd**. This puts the other party on-hold and initiates a call to the configured live record number.
2. Press **LiveRcd** again to stop the recording.

Join a Shared-Line Call (SCCP)

Users can join a call on a shared line using the **cBarge** soft key.

To join the shared-line call:

1. Highlight the remote-in-use call that you want to join.
2. Press **more** to navigate to **cBarge** and press **cBarge**.

Join a Shared Line Call (SIP)

Users can join a non private call on a shared line call by using either the **Barge** or **cBarge** soft keys.

- **Barge** allows you to add yourself to the call by hosting the conference on your phone and does not allow others to join the conference.
- **cBarge** allows you to add yourself to the conference and allows others to join the conference.

To join a shared line call:

1. Highlight the remote-in-use call that you want to join.
2. Press **Barge** or **cBarge** to join the call.

Tips

- When you **Barge** a call, other parties hear a beep announcing your presence. You are disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call by the **Barge** initiator.
- If a phone that is using the shared line has Privacy enabled, call information and **Barge/cBarge** soft keys do not appear on the other phones that share the line.
- You are disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call.

Hold a Shared-Line Call (SIP)

Users can put calls on a shared line on hold like calls on a non shared line.

To place a call on hold while on a shared-line call:

- Highlight the call that you want to put on hold.
- Press the **Hold** soft key.

Resume a Shared Line Call (SIP)

User can resume a non-private call placed on hold on a shared line call.

To resume a shared line call:

1. Highlight the call that you want to resume.
2. Press **Resume** to resume the call.

Tip

- When a shared-line call is placed on hold, a flashing green shared line button notifies all the other phones with the shared-line directory number that the call can be resumed.

Enable Privacy on Shared-Line

Users can prevent others from viewing, barging or resuming a Shared-Line Call by enabling the privacy feature on the phone.

To prevent other from viewing or barging calls:

1. Press the privacy line button .
2. The private icon next to an amber line button verifies that privacy is on.
3. Press the privacy button again to disable privacy.

Tips

- The privacy button is not displayed on the shared-line phone by default. Your system administrator must enable privacy button on a per phone basis.
- Privacy is enabled by default for shared-lines. Your system administrator can change the default privacy setting globally or on a per phone basis.

– Calls placed on hold with privacy enabled have privacy disabled by default. Your system administrator can change the default privacy on hold setting globally.

Place a Call from Your Local Directory

To access the local phone directory established by the system administrator:

1. Press the **Directories** button.
2. Press the Navigation **Up** or **Down** button or press **4** to select the Local Directory.
3. Press the Navigation **Up** or **Down** button to select the Last, First, or Number field search option.
4. Using the keypad, enter the last name or first name for the entry.

   When entering letters, select the appropriate number key of the letter you want, and press that key a number of times that equals the position of the target letter. For example, to enter a B, press the 2 key two times, and to enter a C, press the 2 key three times. Use the backspace (<<) soft key to make corrections while entering data.
5. Press the **Search** soft key to find your selection.
6. If your search results in multiple listings, use the Navigation **Up** or **Down** button to select the correct number.
7. Press the **Dial** soft key to dial the selected number.

Program Personal Speed-Dial Buttons

After an administrator has defined one or more speed-dial instances for a Cisco Unified IP phone, you can reprogram numbers that are not locked or program numbers into an instance that has an empty dial string.

To program personal speed-dial buttons:

1. Select an available phone line by lifting the handset, by pressing the **NewCall** soft key, or by pressing a line button. Listen for the dial tone.
2. Press the pound key (**#**).
3. Press the speed-dial button that you want to program. A short beep confirms that you are starting to program this button.
4. Enter the speed-dial number. The digits appear on the phone display. When you are entering speed-dial numbers, use the backspace (**<<**) soft key to erase digits that were entered incorrectly.

   To remove a speed-dial number without replacing it with a new one, press the pound key (**#**).
5. Press the same speed-dial button a second time to indicate that you have finished entering the speed-dial digits and to store the new speed-dial number.
6. Hang up the handset, or press a new speed-dial button and repeat the process.

Place a Call from Your System Speed-Dial Directory

To place a call from your system speed-dial directory:

1. Select an available IP phone line (off hook or **NewCall**) and get a dial tone.
2. Press the **Directories** button, or use the **Navigation** button to locate Directory and then press the **Select** soft key.
3. Use the **Navigation** button to scroll through the options. Use the **Select** soft key to select speed-dial options.
   – Press **5** for the Local Speed Dial.
   – Press **6** for the Personal Speed Dial. (Functions vary depending on your system configuration.)
4. Use the **Navigation** button to scroll through the speed-dial phone list.
5. To dial the selected phone number, press the **Select** soft key, or enter the entry number on the keypad.
6. Press the **Exit** soft key to return to the previous directory menu.

Place a Call Using Your Extension Mobility Profile

Cisco Extension Mobility (EM) allows the user to temporarily configure a Cisco Unified IP phone to function as the user's own phone. After the user is logged-in to EM, the phone adopts the user's profile, including the line buttons, features, and established services.

To log-in to Extension Mobility:

1. Press the **Services** button and select **Extension Mobility**.
2. Enter your User ID and password.
3. Press **Submit**. The phone temporarily configures user profile and settings.

Note Your system administrator must configure Cisco Extension Mobility for you.

Place a Call from Your Personal Speed-Dial

To place a call from your Personal Speed-Dial using My Phone Apps:

1. Log-in to **Extension Mobility**.
2. Select **My Phone Apps** and scroll down to **Personal Speed Dial**.
3. Select **Personal Speed Dial.**
4. Add a Label and Number.
5. Go back to **My Phone Apps** and press **Reset Phone**. You Personal Speed-Dial number appears on the phone display screen.

View Call History

To view recent missed, received, or placed calls:

1. Press the **Directories** button.
2. Use the **Navigation** button to scroll and select the desired call list.
3. Use one of the methods below to choose a call list:
   - Press the **Select** soft key.
   - Press **1** on the keypad for Missed Calls.
   - Press **2** on the keypad for Received Calls.
   - Press **3** on the keypad for Placed Calls.
4. Press the **Exit** soft key to return to the previous directory menu.

Place a Call from Call History

To place a call to a number in the call history list:

1. Use the **Navigation** button to scroll through the call history list.
2. Use the **Select** soft key to select a phone number. The digits appear on the phone display.
3. To dial the number as it appears on the phone display:
   - Press the **Dial** soft key.

To edit the number on the phone display before dialing:

1. Press the **Edit** soft key to place the cursor at the beginning of the number on the phone display.
2. Use the keypad to edit the digits as needed. Use the backspace (<<) soft key to erase incorrectly entered digits.
3. Press the **Dial** soft key to place the call.

Clear Call History

To clear all numbers in the directory histories, press the **Clear** soft key.

Note The **Clear** soft key clears all call history lists. Selective clearing of call history lists is not supported.

Switching an In-Progress Call to Another Phone Using SNR

The Single Number Reach (SNR) feature allows you to switch an in-progress call on your desktop phone to your remote destination phone, such as a mobile phone. You can pick up an in-progress call on the desktop phone or remote destination phone without losing the call. All unanswered calls are forwarded to your voice mail.

Note Your system administrator must configure this feature for your IP Phone. Contact your system administrator for more information.

Switch an in-progress Call from Your Desktop Phone to Your Remote Destination Phone

To switch an in-progress call on your desktop phone to your remote destination phone:

1. Press the **Mobility** soft key.
2. Select **Send Call to Mobile Phone.**
3. Answer the in-progress call on your remote destination phone.

The desktop phone line button turns red and handset icons and the calling party number appear on the phone display. You cannot use same phone line for any other calls, but if your desk phone supports multiple lines, you can use another line to make or receive calls.

Switch an in-progress Call from a Remote Destination Phone to Your Desktop Phone

1. Press **Resume** on your desk phone and start talking on your desk phone.
2. Hang up the call on your remote phone to disconnect the phone.

Change Your Remote Destination Phone Number

You can replace the existing remote destination phone number with a new phone number.

To change the existing remote destination phone number:

1. Press **Services** button and select **My Phone Apps**.
2. Select **Single Number Reach**.
3. Use << soft key to type your new remote destination phone number. Make sure you add the appropriate dialing prefix or access code (if applicable) to your remote destination number.
4. Press **Submit**.

Enable or Disable Single Number Reach

You can enable or disable Single Number Reach (SNR) on your phone by using the **Mobility** soft key.

- To disable SNR, press **Mobility** soft key and select **Disable Mobile Connect**.
- To enable SNR, press **Mobility** soft key and select **Mobile Connect On**.

Use Audio Paging

Audio paging provides a one-way voice path to the phones designated to receive paging. There is press-to-answer option like the intercom feature.

To use the paging function for paging a group:

1. Select an available phone line by lifting the handset. Listen for the dial tone.
2. Dial the designated paging group number.

   Each idle IP phone that has been configured with the paging number answers automatically in speakerphone mode, and the phone displays the caller ID.
3. When you finish speaking your message and hang up, the phones return to the idle states.

Use the Intercom Feature

Cisco Unified Communications Manager Express supports intercom functionality for one-way and press-to-answer voice connections using a dedicated pair of intercoms on two phones that speed-dial each other.

To use the intercom feature:

1. Press the **Menu** button.
2. Use the **Navigation** button to select Directories.
3. Use the **Navigation** button to select Speed Dial.
4. Select intercom Speed Dial.

   The called IP phone automatically answers the call in speakerphone mode with mute activated. A beep alerts the recipient to the incoming call.

To respond to an intercom call, press the **Mute** button, or lift the handset.

Whisper Intercom

The Whisper Intercom feature allows the user to make an intercom call to a busy extension. The recipient can hear the caller or hear the whisper intercom, and the original caller on the receiving phone can not hear the whisper intercom. The phone receiving a whisper intercom displays the extension and name of the party initiating the whisper intercom and a *zipzip* tone is played before the called party hears the caller's voice. The receiving party must select the intercom line button on their phone to speak to the caller.

Note For intercom users to know whether the intercom is using one-way or two-way audio, the lamp for both intercom buttons are colored amber for one-way whisper intercom and green for two-way audio.

To place an intercom call:

- Dial the intercom directory number from your intercom line. The intercom recipient hears the intercom caller audio without answering the call.

To answer an intercom call:

- Press the intercom button to talk to the intercom caller.

To end a whisper intercom call:

- Press **Endcall**.

Note This feature is not supported on 7905/79012 and 7906/7911 phones.

Place a Priority (Precedence) Call

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. If you need this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:

- *Precedence* indicates the priority associated with a call.
- *Preemption* is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.

Priority Level of an MLPP Call

To see the priority level of an MLPP call, look for an MLPP icon on your phone screen:

- Priority Call
- Medium priority (immediate) call

High priority (flash) call

Highest priority (flash override) or Executive Override call

Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine).

Note Contact your system administrator for a list of corresponding precedence numbers for calls.

To Make a Priority (Precedence) Call:

Enter the MLPP access number (provided by your system administrator) followed by the Precedence level (0-4) and the phone number.

Note If you enter an invalid MLPP access number, a verbal announcement alerts you of the error.

To answer an MLPP Call:

End an active call (if necessary) and answer the MLPP call.

If the active call has lower precedence than the incoming call then the active call is preempted.

Tips

- When you are receiving a priority (precedence) call, an MLPP icon on your phone screen indicates the priority level of the call.
- When you make or receive an MLPP-enabled call, you hear special ring tones and call-waiting tones different from the standard tones.
- When you or the other party are receiving a call that must preempt the current call, disconnect immediately to allow the higher priority call to ring through.
- When you have more than 1 active call, the call with the lowest precedence is preempted. Similarly, for outgoing calls, the call with lower precedence is preempted first.

Adjust the Volume for the Current Call

To adjust the handset, speakerphone, or headset volume for the current call:

1. During a call, press the **Up** or **Down Volume** button.
2. Press **Save** to apply the new volume level to future calls.

Adjust the Ring Volume

To adjust the ring volume, press the **Up** or **Down** Volume button while the handset is in its cradle.

Select the Ring Type

To change the ring type:

1. Press the **Settings** button.
2. Press **2** for Ring Type, or use the **Navigation** button to select Ring Type and press **Select**.
3. Use the **Navigation** button to select the ring type. Press the **Play** soft key to hear samples.
4. Highlight the ring you want, and then press **Select**.
5. Use one of the following options:

- Press the **Ok** to select your setting, which returns you to the previous menu,

- Press **Cancel** to exit to the previous menu without changing the setting.
- Press **Back** to return to the main phone screen.

Adjust the Display Contrast

To adjust the contrast in your LCD Display:

1. Press the **Settings** button.
2. Press **1** for Contrast, or use **Select**.
3. Use **Down** or **Up** to change the contrast.
4. Use one of the following options:

- Press **Ok** to select your contrast setting, which returns you to the main directory,
- Press **Cancel** to exit to the previous menu without changing the setting.
- Press **Back** key to return to the main phone screen.

3 Phone Features Index

This section provides an alphabetical list of features for your Cisco Unified IP phone. Features supported in both SIP and SCCP protocols are marked as “Supported” and features not supported in either one of the protocols are marked as “Not Supported”. However, there are differences in how the feature works based on the call protocol.

Table 1 Features (with Page Number References) supported in SIP and SCCP

Features	SIP	SCCP
Activate Do Not Disturb 12	Supported	Supported
Ad Hoc Conference Call 14	Supported	Supported
Adjust the Display Contrast 21	Supported	Supported
Adjust the Ring Volume 20	Supported	Supported
Adjust the Volume for the Current Call 20	Supported	Supported
Alternate Methods to End a Conference Call 13	Not Supported	Supported
Answer a Call 9	Supported	Supported
Basic: Place a Call 9	Supported	Supported
Call Blocking (Toll Bar) Override 10	Supported	Supported
Clear Call History 17	Supported	Supported
Enable Privacy on Shared-Line 15	Supported	Supported
Forward All Calls 11	Supported	Supported
Headset: Place a Call 9	Supported	Supported
Hold a Call 9	Supported	Supported
Hold a Shared-Line Call 15	Supported	Not Supported
Join a Shared-Line Call 14	Supported	Supported
Live Record a Call 14	Not Supported	Supported
Manage Call Waiting 10	Supported	Supported
MeetMe Conference Call 13	Not Supported	Supported
Mute a Call 10	Not Supported	Supported
Park a Call 12	Supported	Supported

Table 1 Features (with Page Number References) supported in SIP and SCCP

Features	SIP	SCCP
Pick Up Calls 12	Supported	Supported
Place a Call from Call History 17	Supported	Supported
Place a Call from Your Local Directory 16	Supported	Supported
Place a Call from Your Personal Speed-Dial 17	Supported	Supported
Place a Call from Your System Speed-Dial Directory 16	Supported	Supported
Place a Call Using Your Extension Mobility Profile 16	Not Supported	Supported
Place a Conference Call 13	Supported	Supported
Place a Priority (Precedence) Call 19	Not Supported	Supported
Program Personal Speed-Dial Buttons 16	Supported	Supported
Redial a Number 9	Supported	Supported
Resume a Shared Line Call (SIP) 15	Supported	Not Supported
Retrieve Voice Mail Messages 10	Supported	Supported
Select the Ring Type 20	Supported	Supported
Speakerphone: Place a Call 9	Supported	Supported
Switching an In-Progress Call to Another Phone Using SNR 18	Not Supported	Supported
Transfer a Call 11	Supported	Supported
Transfer to Voice Mail 11	Not Supported	Supported
Use Audio Paging 18	Supported	Supported
Use the Intercom Feature 19	Supported	Supported
View Call History 17	Supported	Supported
Whisper Intercom 19	Supported	Supported

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